

Remote Support 12.3.2 Release Notes

December 10, 2012

Requirements:

- This version of Bomgar has been certified for physical Bomgar appliances (B100, B200, B300 & B400) and the virtual appliance.
- Physical Appliances require Base software 3.3.2 or later before installing Bomgar 12.3.2.
- Virtual Appliance requires Base software 3.3.3 or later before installing Bomgar 12.3.2.

Issues Resolved:

- Rep Console
 - Resolved an issue causing the Control Panel listing for Special Actions to not sort correctly.
 - Resolved an issue causing the classic start menu on Windows XP to not show correctly through screen sharing.
- Customer Client
 - Resolved an issue causing the Customer Client banner to display incorrectly on Virtual Appliance sites.

Notes:

- Items with an asterisk (*) require an Enterprise license
- Integration Client (1.3.5.754) is compatible with 12.3.2 and previous versions
- Bomgar 12.3.2 release works with the following Bomgar Mobile versions:
 - iOS & Android Customer Clients (version 2.1.0+)
 - iOS & Android Rep Consoles (version 2.2.0+)
 - NOTE: The above mobile apps require trusted CA-signed certificates on the appliance.